COVID-19 Projects & Statistics

- Tele-Counseling eConsent forms and workflow process for Wellness Center and Loyola Community & Family Services
- Student application and dashboard for CARES / HEERF Awards
- UPass Opt-Out application for Fall 2020
- Symptom Checker Mobile App and Dashboard and Contact Tracing Dashboard
- Teaching and Learning, Service Desk, and Cabinet Operations Dashboards
- Identify HyFlex classroom strategy
- Software acquisition & deployment: Labster, Sassafras, ProctorTrack
- Enterprise-wide distribution lists to support UMC communications
- Software acquisition & deployment: Labster, Sassafras, ProctorTrack
- Identify HyFlex classroom strategy
- Teaching and Learning, Service Desk, and Cabinet Operations Dashboards
- Symptom Checker Mobile App and Dashboard and Contact Tracing Dashboard
- Tele-Counseling eConsent forms and workflow process for Wellness Center and Loyola Community & Family Services

Academic and Faculty Support
- LDE/ERD Enhancements (4)
- Customer Relationship Management (CRM) system evaluation for IDN
- Validation of Interflex as a Campus Wide Faculty Balance/Admissions Solution
- CVENT Registration for Commitment 2020
- CVENT Support for Climate Change Conference

Inbound Call Center Support
- Loyola Community & Family Services
- 879 faculty attended 68 training sessions to prepare for online teaching
- 624 Continuity Loans - loans included hotspots, laptops, webcams, headsets, mics
- 271 Webinar sessions supported with 15,807 total participants
- Enterprise-wide distribution lists to support UMC communications
- Software acquisition & deployment: Labster, Sassafras, ProctorTrack
- Identify HyFlex classroom strategy
- Teaching and Learning, Service Desk, and Cabinet Operations Dashboards
- Symptom Checker Mobile App and Dashboard and Contact Tracing Dashboard
- Tele-Counseling eConsent forms and workflow process for Wellness Center and Loyola Community & Family Services

LMS Metrics Since COVID-19 Period Begun
March 1, 2020 - June 30, 2020

- Zoom Nbr of Participants
- Zoom Nbr of Meetings by Date

Incidents Since COVID-19 Period Begun
March 1, 2020 - June 30, 2020

- Nbr of Incidents and
- Nbr of Incidents Last Year

FY21 & Beyond

Major Initiatives - FY21 Q1-Q2

- Student Technology Support
  - Plan and Implement Course Schedule Builder Solution (EAB Navigate)
  - LUCIS Fluid Page Robots
  - Learning Portfolio Implementation (Signature)
  - QSB Student Mentoring Software
  - Pilot – (PeopleGrove)
  - RMS to CS Gold Meal Plan Interface Changes 2020-2021
  - Campus Labs Engage Integration
  - Earsfh - Student Mental Health Training and Awareness

Continuous Service Development
- Business Intelligence/Data Warehouse
- Enterprise Content Management (5)
- Automate HSC parking/ID processors for LUC students
- LDE Transformation - Digital Assistant/Chatbots
- HSC Technology Discovery & Alignment

Initiatives under development include:
- Adopt EAB Navigate to improve retention, student registration experience & advisor workflows
- Expand pilot usage of “Luije” Digital Assistant
- Modernize and improve mobile access to Student System with Fluid Implementation and Portal Decommission
- Launch an Enterprise Learning Hub as central location for required University trainings
- Enable off-campus access to Lawson and Employee Self Service with MFA
- Develop Accounts Payable Check Requisition web application
- Re-architect, modernize & streamline Faculty Information Systems under “One Loyola”
- Align services & support for SSSM & Informatics portfolios with existing ITS practices
- Replace Taskstream ePortfolio and Assessment solution with Digication
- Assess LUMC application portfolio to transition or retire these LUMC Shared Services
- Deploy, test, configure and train for HyFlex Classrooms (COVID project)

LUC Technology Strategy - A Roadmap for Change

- Emerging Technologies
- Technical Solutions
- Strategic Initiatives
- Continuous Service Development
- Alignment to University Foundation
- Learning Portfolio Implementation (Signature)
- QSB Student Mentoring Software
- RMS to CS Gold Meal Plan Interface Changes 2020-2021
- Campus Labs Engage Integration
- Earsfh - Student Mental Health Training and Awareness

FY20 Summary

- Hardware
- Information Technology Services
- Loyola Community & Family Services
- July 2020

- Technology
- FY20 Summary
- Loyola University Chicago
- Information Technology Services
- Loyola University Chicago
**Established an upgraded 90 physical enterprise class servers and over 350 virtual servers**

**50 new poster requests from Media Lab**

**Student Tech Refresh**

**3,230 total printed pages in Student Labs**

**1,960 new lecture capture recordings**

**36,000 devices registered on the wireless network**

**2,850 wireless access points covering 95% of Loyola's buildings**

**5,150 Faculty and Staff PC's upgraded to Windows 10**

**Malware**

**30+ classroom support calls**

**Other**

**3,100 Loyola Secure Access sessions**

**information systems and services to optimize performance**

**900+ Service Desk tickets**

**1,100 Operational Report users**

**Maxient**

**315 checkouts from Media Lab**

**157,000 visits to mobile LOCUS**

**675 Loyola Secure Transfer sessions**

**195 Learning tutorials viewed**

**Sample Service Volumes**

**Run... ongoing operations**

<table>
<thead>
<tr>
<th>Daily</th>
<th>1.2 million student, faculty, staff accesses to email from a mobile device</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>28,300 logins to LOCUS</td>
</tr>
<tr>
<td></td>
<td>3,230 total printed pages in Student Labs</td>
</tr>
<tr>
<td></td>
<td>32,000 visits to luc.edu, 31% from mobile devices</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Monthly</th>
<th>270 Sakai support calls</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>16,000 computer lab logins</td>
</tr>
<tr>
<td></td>
<td>1,960 new lecture capture recordings</td>
</tr>
<tr>
<td></td>
<td>50 new poster requests from Media Lab</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Annually</th>
<th>350 million network attacks blocked</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>157,000 visits to mobile LOCUS</td>
</tr>
<tr>
<td></td>
<td>323,000 BI Operational reports run</td>
</tr>
</tbody>
</table>

**Enterprise Highlights**

| 345 technology-equipped classroom spaces |
| 1,100 Operational Report users |
| 1,660 Student lab and Classroom PC’s upgraded to Windows 10 |
| 5,150 Faculty and Staff PC’s upgraded to Windows 10 |

**Data Centers & Networks**

| Loyola’s Lakeside data centers house 600 devices including servers, appliances, and equipment |
| 850+ Terabytes of online storage; 200+ Terabytes of e-mail storage; 29+ Petabyte (PB) cloud storage for O365 |
| 90 physical enterprise class servers and over 350 virtual servers |
| 2,850 wireless access points covering 95% of Loyola’s buildings |
| 36,000 devices registered on the wireless network |
| 14 GB combined internet bandwidth (10.5 LSC, 3 WTC, .5 HSC) |

**FY20 Information Security Top 10 Threats Blocked (000’s)**

| "Reputation" is Number One and Exceeds 310 Million |
| FY20 Tech Fee Spend (000’s) |
| FY20 Information Security Top 10 Threats Blocked (000’s) |
| Email Firewall |
| Malware |
| Spam |
| Software Maintenance |
| Student Tech Refresh |
| Copyright |
| Other |
| Credit Card |
| | |
| Email/Network |
| Telcom/Internet |
| Phishing |
| App Attack |
| 7 Activity |
| Membership & Dues |

**Portfolio Information**

The Information Technology Executive Steering Committee (ITESC) has provided ITS governance and project oversight, including IT project portfolio prioritization twice annually. The ITS project portfolio has averaged over 500 projects annually for the past five years. The ITS project portfolio size (effort of projects) has also grown over 21% over the past 2 years.

**FY20 Projects by Strategic Alignment**

<table>
<thead>
<tr>
<th>Strategic Category</th>
<th>FY20 Q3-Q4 Completed Projects</th>
<th>FY20 Q4-Q4 Completed Projects</th>
<th>FY20 Total Projects</th>
<th>FY20 % of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Academic &amp; Faculty Support</strong></td>
<td>10</td>
<td>14</td>
<td>24</td>
<td>44%</td>
</tr>
<tr>
<td><strong>Administrative Initiatives</strong></td>
<td>29</td>
<td>21</td>
<td>50</td>
<td>30%</td>
</tr>
<tr>
<td><strong>Continuous Service Development</strong></td>
<td>18</td>
<td>18</td>
<td>36</td>
<td>20%</td>
</tr>
<tr>
<td><strong>Infrastructure</strong></td>
<td>13</td>
<td>11</td>
<td>24</td>
<td>18%</td>
</tr>
<tr>
<td><strong>Student Technology Support</strong></td>
<td>6</td>
<td>6</td>
<td>12</td>
<td>9%</td>
</tr>
</tbody>
</table>

**FY20 Projects by Priority**

<table>
<thead>
<tr>
<th>FY20 Q3-Q4</th>
<th>FY20 Q4-Q4</th>
<th>FY20 Total</th>
<th>FY20 % of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>A-High</td>
<td>70</td>
<td>60</td>
<td>130</td>
</tr>
<tr>
<td>B-Medium</td>
<td>40</td>
<td>30</td>
<td>70</td>
</tr>
<tr>
<td>C-Low</td>
<td>30</td>
<td>20</td>
<td>50</td>
</tr>
<tr>
<td>M-Must Do</td>
<td>30</td>
<td>30</td>
<td>60</td>
</tr>
</tbody>
</table>

**Key Highlights**

**Established an upgraded Velos environment as the clinical trials management system**

This was to address a legacy, unsupported Velos instance that resided at LUMC.

**Acquired a site-wide subscription to the Qualtrics’ Research core online survey platform.**

**Introduced Apporto, a desktop virtualization service, to support remote access to certain licensed University applications from any location.**

**Replaced OrgSync with Campus Labs Engage (LUCommunity) to support student organizations. OrgSync was acquired and sunset by Campus Labs.**

**Maxient replaced Symplicity Accommodate for student judicial and Title IX activities on campus and replaces Advocate from Symplicity.**

**Digication was selected to replace Taskstream as the software solution for student e-portfolios and enhanced assessment.**

**Developed a new, more contemporary Board of Trustees SharePoint Portal design for the secure presentation of board documents and archives in sharing of news and events, and the coordination of the quarterly board and committee meeting cycles.**

**Replaced a custom application with Terra Dotta Study Abroad and International Student & Scholar Services to improve the management, processing, tracking, compliance requirements and reporting of study abroad participants and international students and Loyola.**

**Transition from IDEA (Campus Labs) to SmartEvals (Gap Technologies) for our course evaluation solution to improve and expand capabilities for course assessments. In the Fall 2020 semester, there was a 65% response rate which was a substantial improvement over all prior years using the new solution.**

**Transform... new technologies and processes that fundamentally promote change**

**LDE: Foundation - Collaboration & Security Program**

Major progress was made on the initial launch and rollout for Multi-Factor Authentication (MFA) to all University constituent groups. MFA protects the University by requiring two forms of online identification, thus reducing the risk of phishing credentials being used for spam propagation and data loss due to intrusion into systems by password theft.